

Spectrum

Products and Services

Charter Communications

Who We Are:

- A Fortune 80 company, the second-largest and fastest-growing cable operator in the United States.

What We Offer:

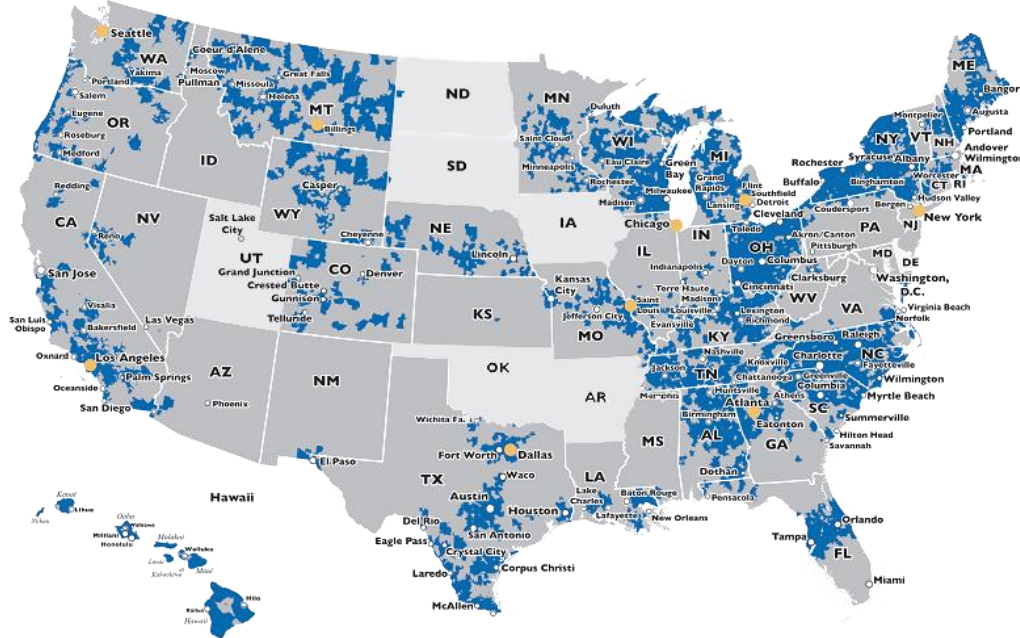
- Advanced video, high-speed Internet, telephone, and mobile services under the **Spectrum** Brand.

Where We Are:

- 41 states providing service to more than 26 million residential and business customers.

Our Mission:

- To provide value to our customers. We strive to do this every day by offering high-quality entertainment and communication services while continually improving customer care through the commitment of our 91,000 employees nationwide.



Spectrum Pricing and Packaging Principles

Pricing and Packaging is Easy to Understand, Sell and Implement

- Consistent national pricing with a manageable number of offers
- Superior, reliable and consistent services that deliver value
- Streamlined back-office processes (provisioning, one install for all products, etc.)

Ensure Revenue Generation

- Aggressive acquisition pricing to drive customer growth
- Focus on maximizing Triple Play customers
- Pricing and packaging to increase ability to add services

No Contracts



Spectrum Products and Services Training Roadmap



- Spectrum Video
- Spectrum Internet
- Spectrum Voice
- Spectrum Mobile



Spectrum Products and Services



Spectrum Video



Spectrum Video

Spectrum TV Select Includes:

- Core TV Product with 125+ channels
- Spectrum broadcasted Channels: *Spectrum SportsNet & Spectrum SportsNet LA ESPN, The Disney Channel, Discovery® Channel, CNN, Lifetime®, Food Network, MTV, TLC & USA Network and more*
- On-Demand over 10,000 titles
- A la Carte Premium Channels available (HBO Max, Showtime, Starz/Encore, TMC, Epix)
- Includes local broadcast channels (Vary by Market)
- Includes Music Choice
- Includes Regional Sports Channels
- Optional International Tiers
- Cable Box & Boxless Option Available

\$49⁹⁹
/mo for
12 mos

Rack Rate: **\$79.99/mo**



Spectrum Video

TV SELECT CHANNEL LINE UP

Broadcast Basic + 87 Channels (Excluding Music Choice & RSNs)

| | | |
|-----------------------------|------------------------------|--|
| 1. AccuWeather | 30. Freeform | 58. Travel Channel |
| 2. ESPN | 31. MSNBC | 59. Comedy Central |
| 3. HSN2 | 32. TBN | 60. Hallmark |
| 4. SEC Network | 33. Bulldog Shopping Network | 61. Paramount Network |
| 5. AMC | 34. FS1 | 62. TruTV |
| 6. ESPN2 | 35. MTV | 63. Daystar |
| 7. IFC | 36. TBS | 64. Hallmark M&M |
| 8. ShopHQ Health | 37. Cartoon Network | 65. POP |
| 9. Animal Planet | 38. FX | 66. TV Land |
| 10. EWTN | 39. National Geographic | 67. Discovery Channel |
| 11. Inspiration | 40. Telemundo/Univision | 68. HGTV |
| 12. ShopLC | 41. CMT | 69. QVC Plus |
| 13. A&E | 42. FX Movie Channel | 70. USA Network |
| 14. FETV | 43. NBC Sports | 71. Disney Channel |
| 15. Investigation Discovery | 44. The Weather Channel | 72. History Channel |
| 16. Shop Zeal 1-8 | 45. CNBC | 73. Revenue Frontier – Local |
| 17. BBC America | 46. FXX | 74. VH-1 |
| 18. Food Network | 47. News 12 | 75. DIY |
| 19. ION | 48. TLC | 76. HLN |
| 20. Sonlife Broadcasting | 49. CNN | 77. Revenue Frontier - Special Markets |
| 21. BET | 50. Galavision | 78. WE TV |
| 22. Fox Business | 51. Nickelodeon | 79. E! |
| 23. Lifetime Channel | 52. TNT | 80. WGN America |
| 24. Sundance | 53. College Football | 81. TV One |
| 25. Bloomberg TV | 54. GEM Shopping Network | 82. Cleo |
| 26. Fox News | 55. Oxygen | 83. Aspire |
| 27. MotorTrend | 56. Travel Channel | 84. Revolt |
| 28. SyFy | 57. Comedy Central | 85. The Impact Network |
| 29. Bravo | | 86. Black New Channel |
| | | 87. Africa Channel |

SPECTRUM BASIC

| | |
|-----------------------|--------------------|
| 1. ABC | 9. ShopHQ |
| 2. C-SPAN | 10. **Univision |
| 3. HSN | 11. NBC |
| 4. QVC | 12. C-SPAN 3 |
| 5. Music Choice | 13. PBS |
| 6. CBS | 14. *Spectrum News |
| 7. C-SPAN 2 | 15. **Telemundo |
| 8. Jewelry Television | 16. FOX |

*Spectrum News where available

**Univision and Telemundo where broadcast signals are available

Telemundo/Univision - available in TV Select to top 50 Hispanic markets except where carried in Broadcast News 12 - limited carriage
Carriage of ACC, SEC, Big10 and Pac12 varies by geography

Spectrum Video

Spectrum Mi Plan Latino™ Includes:

- **Core TV Product with 130 channels**
- Over 82 Spanish Language Channels (*CineLatino, ESPN Deportes, BeinSports, History en Español, and more*)
- 35 popular English language networks (*TNT, USA, Cartoon Network, Excludes Sports and News Channels*)
- On-Demand over 10,000 titles
- A la Carte Premium Channels available (*HBO Max, Showtime, Starz/Encore, TMC, Epix*)
- Includes local broadcast channels (Vary by Market)
- Includes Music Choice
- Optional International Tiers
- Cable Box & Boxless Option Available

\$ 34⁹⁹
/mo for
12 mos

Rack Rate: **\$54.99/mo**



Spectrum Mi Plan Latino™

Mi PLAN LATINO CHANNEL LINE UP

Broadcast Basic + Latino View 82 Spanish Language Networks + 35 English Language Channels (Excluding Music Choice)

LATINO VIEW

| | | |
|---------------------------|----------------------------|---------------------------|
| 1. Antena 3 Internacional | 29. Teleformula | 56. Canal Once |
| 2. Cine Sony | 30. Ultra Fiesta | 57. ESPN Deportes |
| 3. Fox Life | 31. BabyTV SAP | 58. Nat Geo Mundo |
| 4. Super Canal | 32. Discovery en Espanol | 59. Tr3s |
| 5. TVE Internacional | 33. Hogar | 60. Univision t!Novelas |
| 6. Aplauso | 34. TeleHit | 61. Canal Sur |
| 7. Cinelatino | 35. Ultra Kidz | 62. Estrella TV |
| 8. Galavisión | 36. Bandamax | 63. NBC Universo |
| 9. Sur Peru | 37. Discovery Familia | 64. TUDN |
| 10. Ultra Cine | 38. Ingles Para Todos | 65. Video Rola |
| 11. Atrés Series | 39. TeleHit Urbano | 66. Caracol Internacional |
| 12. CNN en Espanol | 40. Ultra Macho | 67. Estudio 5 |
| 13. GolTV | 41. beIN SPORT Espanol | 68. Pasiones |
| 14. Tarima | 42. Disney XD SAP | 69. TV Chile |
| 15. Ultra Clasico | 43. Kids Street | 70. Viendo Movies |
| 16. AYM Sports | 44. Telemicro | 71. Cartoon Network SAP |
| 17. Cuba Play | 45. Ultra Mex | 72. EWTN Espanol |
| 18. History en Espanol | 46. beIN Sports | 73. RCN Nuestra Tele |
| 19. TBN Enlace | 47. Ecuavisa Internacional | 74. TV Dominicana |
| 20. Ultra Docu | 48. Mexicana | 75. WAPA America |
| 21. Azteca | 49. Telemundo | 76. CentroAmerica TV |
| 22. De Pelicula | 50. UniMas | 77. FOROtv |
| 23. HITN | 51. Canal 22 Mexico | 78. Semillitas |
| 24. Tele El Salvador | 52. ESNE HD | 79. TVV |
| 25. Ultra Familia | 53. Multimedios | 80. Cine Mexicano |
| 26. BabyFirst TV SAP | 54. TeleN | 81. Fox Deportes |
| 27. De Pelicula Clasico | 55. Univision | 82. Sorpresa |
| 28. Hola TV | | |

ENGLISH VIEW

| | |
|------------------------|-----------------------------|
| 1. AMC | 18. Hallmark Movies |
| 2. Comedy Central | 19. Nick Jr |
| 3. FX | 20. TV Land |
| 4. MTV | 21. Bravo |
| 5. TBS | 22. E! |
| 6. Animal Planet | 23. HGTV |
| 7. Discovery Channel | 24. Oxygen |
| 8. FXX | 25. USA |
| 9. National Geographic | 26. Boomerang |
| 10. TLC | 27. Food Network |
| 11. A&E | 28. History |
| 12. Disney Channel | 29. Paramount |
| 13. Hallmark | 30. The Weather Channel |
| 14. Nickelodeon | 31. Cartoon Network |
| 15. TNT | 32. Freeform |
| 16. BET | 33. Investigation Discovery |
| 17. Disney Jr. | 34. SyFy |
| | 35. VH1 |

SPECTRUM BASIC

| | |
|-----------------------|--------------------|
| 1. ABC | 9. ShopHQ |
| 2. C-SPAN | 10. **Univision |
| 3. HSN | 11. NBC |
| 4. QVC | 12. C-SPAN 3 |
| 5. Music Choice | 13. PBS |
| 6. CBS | 14. *Spectrum News |
| 7. C-SPAN 2 | 15. **Telemundo |
| 8. Jewelry Television | 16. FOX |

*Spectrum News where available

**Univision and Telemundo where broadcast signals are available

Spectrum Video

Spectrum TV Choice 15

- Core TV Product Customers choose 15 channels to create their own custom channel lineup
- Includes local broadcast channels (Vary by Market)
- Access up to 6,000 Free On Demand titles
- A la Carte Premium Channels available (*HBO Max, Showtime, Starz/Encore, TMC, Epix*)
- Optional International Tiers
- Cable Box & Boxless Option Available

\$ 29⁹⁹
/mo for
12 mos

Rack Rate: **\$44.99/mo**



Spectrum Video

CHOOSE **15** CHANNELS TO CREATE YOUR CUSTOM CHANNEL LINEUP

AVAILABLE CHOICE CHANNELS

| | | |
|----------------------------|-------------------------------|-------------------------------|
| 1. A&E | 26. FOX Business Network | 52. Revolt |
| 2. E! | 27. National Geographic | 53. CNBC |
| 3. Investigation Discovery | 28. Univision* | 54. FXX |
| 4. Travel Channel | 29. beIN SPORTS | 55. Spectrum News* |
| 5. AMC | 30. FOX Deportes | 56. CNN |
| 6. ESPN | 31. NBCSN | 57. Galavision |
| 7. Lifetime | 32. USA | 58. SyFy |
| 8. truTV | 33. beIN SPORTS En Espanol | 59. CNN en Espanol |
| 9. Animal Planet | 34. FOX News Channel | 60. Golf |
| 10. ESPN Deportes | 35. NFL Network | 61. TBS |
| 11. Lifetime Movies | 36. VH1 | 62. Comedy Central |
| 12. TUDN | 37. BET | 63. Hallmark Channel |
| 13. Aspire | 38. Freeform | 64. TCM |
| 14. ESPN2 | 39. Nickelodeon | 65. Discovery |
| 15. MSNBC | 40. WAPA America | 66. Hallmark M & M |
| 16. TV Land | 41. Black News Channel | 67. Telemundo* |
| 17. Azteca America* | 42. FS1 | 68. Discovery en Espanol |
| 18. Estrella TV* | 43. OWN | 69. HGTV |
| 19. MTV | 44. Bravo | 70. The Weather Channel |
| 20. TVOne | 45. FS2 | 71. Disney Channel |
| 21. BBC America | 46. Oxygen | 72. History |
| 22. Food Network | 47. Cartoon Network | 73. TLC |
| 23. Nat Geo Wild | 48. FX | 74. Disney Jr |
| 24. UniMas* | 49. Paramount Network | 75. HLN |
| 25. BBC World News | 50. CLEO | 76. TNT |
| | 51. FXM | 77. Disney XD |
| | | 78. The Impact Network |

Bold indicates new to the line up

AVAILABLE RSN CHOICES (Limit 1)

| | |
|----------------------------------|------------------------------|
| 1. Altitude | 16. NBC Sports Washington |
| 2. Bally Sports Midwest | 17. Bally Sports Detroit |
| 3. Bally Sports Southwest | 18. Bally Sports SoCal |
| 4. NBC Sports Boston | 19. Marquee Network HD |
| 5. AT&T SportsNet Pittsburgh | 20. NESN |
| 6. Bally Sports North | 21. Bally Sports Florida |
| 7. Bally Sports Sun | 22. Bally Sports South |
| 8. NBC Sports Chicago | 23. MASN |
| 9. AT&T SportsNet Rocky Mountain | 24. Root Sports Northwest |
| 10. Bally Sports Ohio | 25. Bally Sports Great Lakes |
| 11. Bally Sports West | 26. Bally Sports Southeast |
| 12. NBC Sports Northwest | 27. NBC Sports Bay Area |
| 13. Bally Sports Arizona | 28. Spectrum SportsNet CA |
| 14. Bally Sports San Diego | 29. Spectrum SportsNet LA |
| 15. Bally Sports Wisconsin | |

Choose all 15 channels from Available Choice Channels or choose 1 Regional Sports Network and 14 channels from Available Choice Channels!

The Choice is Yours!!!

Spectrum Video

Spectrum TV Essentials

- **Core TV Product with over 60 channels**
- Includes local broadcast channels
- Access up to 6,000 Free On Demand titles
- *A la Carte Premium Channels available (HBO Max, Showtime, Starz/Encore, Epix)*
- Boxless Option Only!
- No Install Fees
- \$19.99/mo is Rack Rate Pricing

Important things to know:

- Customer must have Spectrum Internet to subscribe to TV Essentials
- There is no Cable Box Option
- Local Channels are not included
- Can not add Entertainment, Sports or Latino View
- Can not add International Packages
- Can not add The Movie Channel
- Can not add Fox Soccer option

\$ 19⁹⁹
/mo

TV ESSENTIALS

| | | |
|------------------------------|---------------------------------|-----------------------------|
| 1. A&E | 26. DIY | 51. Outdoor Channel |
| 2. Crime & Investigation | 27. MTV2 | 52. Cars.TV |
| 3. Logo | 28. Viceland | 53. HGTV |
| 4. TLC | 29. BBC World | 54. OWN |
| 5. AMC | 30. Food Network | 55. Cheddar News |
| 6. Destination America | 31. MTVU | 56. History Channel |
| 7. Military History Channel | 32. WE tv | 57. Paramount |
| 8. Travel Channel | 33. BET | 58. Cleo |
| 9. American Heroes Channel | 34. FYI | 59. IFC |
| 10. Discovery | 35. Newsmax | 60. Pets.TV |
| 11. MotorTrend | 36. Weather Channel | 61. CMT |
| 12. TV Land | 37. BET Her | 62. INSP |
| 13. Animal Planet | 38. Game Show Network | 63. Recipe.TV |
| 14. Discovery Family Channel | 39. Nick Jr. | 64. CMT Music |
| 15. MTV | 40. BET Jams | 65. Investigation Discovery |
| 16. TV One * | 41. Hallmark | 66. Spectrum News** |
| 17. Aspire * | 42. Nick Music | 67. Comedy Central |
| 18. Discovery Life | 43. BET Soul | 68. Justice Central |
| 19. MTV Classic | 44. Hallmark Drama | 69. Spectrum Originals* |
| 20. Up TV | 45. Nickelodeon | 70. Cooking Channel |
| 21. AXS TV | 46. Black News Network * | 71. Lifetime |
| 22. Discovery Science | 47. Hallmark Movies & Mysteries | 72. Sundance |
| 23. MTV Live | 48. Nicktoons | 73. Lifetime Movie Network |
| 24. VH-1 | 49. Bloomberg | 74. TeenNick |
| 25. BBC America | 50. HD Net Movies | |

Spectrum Video

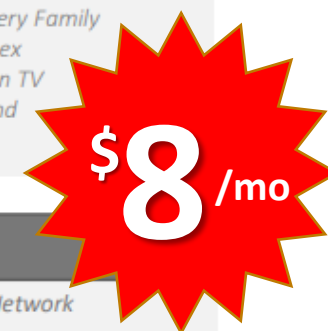
Entertainment View and Sports View

- Available as an add on to Broadcast Plus, TV Select, Mi Plan Latino or TV Choice 15
- Excludes TV Essentials



ENTERTAINMENT VIEW (Up to 78 Channels)

| | | | | |
|----------------------------|------------------------------|--------------------|------------------------|---------------------------|
| 1. ACC | 16. BabyFirstTV | 31. BET Soul | 46. Cars.TV | 62. Nick Jr |
| 2. Discovery Life | 17. ESPN Deportes | 32. FM | 47. FYI | 63. TUDN |
| 3. Jewish Life TV | 18. Logo | 33. MTV Classic | 48. NBA TV | 64. Cooking Channel |
| 4. OWN | 19. Retroplex | 34. Sundance | 49. The Africa Channel | 65. HDNet Movies |
| 5. American Heroes | 20. BBC World News | 35. Fox Deportes | 50. CBS Sports Network | 66. Nick Music |
| 6. Discovery Science | 21. ESPN News | 36. MTV Live | 51. GAC | 67. Crime & Investigation |
| 7. Justice Central | 22. Military History Channel | 37. TCM | 52. NBC Universo | 68. i24 |
| 8. Pets.TV | 23. BET Her | 38. Boomerang | 53. The Cowboy Channel | 69. Nicktoons |
| 9. Disney Junior | 24. ESPNU | 39. Fox Sports 2 | 54. Cheddar | 70. Universal Kids |
| 10. Lifetime Movie Network | 25. MLB Network | 40. MTV2 | 55. Golf | 71. Destination America |
| 11. Recipe.TV | 26. RFD TV | 41. TeenNick | 56. Newsmax | 72. IFC |
| 12. AXS TV | 27. BET Jams | 42. BYU TV | 57. GSN | 73. Olympic Channel |
| 13. Disney XD | 28. Flix | 43. Fuse | 58. NFL Network | 74. Up |
| 14. Lifetime Real Women | 29. Movieplex | 44. Nat Geo Wild | 59. Tr3s | 75. Discovery Family |
| 15. Reelz | 30. Smithsonian Channel | 45. Tennis Channel | 60. CNBC World | 76. Indieplex |
| | | | 61. Hallmark Drama | 77. Ovation TV |
| | | | | 78. Viceland |



SPORTS VIEW (Up to 20 Channels)

| | | | | |
|--------------------|-----------------------|---------------------|------------------------|---------------------|
| 1. ACC | 5. BeIN Sports | 9. ESPN News | 13. Golf | 17. MLB Network |
| 2. NBA TV | 6. NFL Redzone | 10. Olympic Channel | 14. Tennis Channel | 18. TVG |
| 3. BeIN en Español | 7. ESPN College Extra | 11. Fox Sports 2 | 15. Mav TV | 19. MLB Strike Zone |
| 4. NFL Network | 8. NHL Network | 12. Outdoor | 16. The Cowboy Channel | 20. Willow |

Spectrum Video

Latino View

- Available as an add on to Broadcast Plus, TV Select and TV Choice 15
- Excludes TV Essentials

LATINO VIEW

| | | |
|---------------------------|----------------------------|---------------------------|
| 1. Antena 3 Internacional | 29. Teleformula | 56. Canal Once |
| 2. Cine Sony | 30. Ultra Fiesta | 57. ESPN Deportes |
| 3. Fox Life | 31. BabyTV SAP | 58. Nat Geo Mundo |
| 4. Super Canal | 32. Discovery en Espanol | 59. Tr3s |
| 5. TVE Internacional | 33. Hogar | 60. Univision t!Novelas |
| 6. Aplauso | 34. TeleHit | 61. Canal Sur |
| 7. Cinelatino | 35. Ultra Kidz | 62. Estrella TV |
| 8. Galavision | 36. Bandamax | 63. NBC Universo |
| 9. Sur Peru | 37. Discovery Familia | 64. TUDN |
| 10. Ultra Cine | 38. Ingles Para Todos | 65. Video Rola |
| 11. Atres Series | 39. TeleHit Urbano | 66. Caracol Internacional |
| 12. CNN en Espanol | 40. Ultra Macho | 67. Estudio 5 |
| 13. Go!TV | 41. beIN SPORT Espanol | 68. Pasiones |
| 14. Tarima | 42. Disney XD SAP | 69. TV Chile |
| 15. Ultra Clasico | 43. Kids Street | 70. Viendo Movies |
| 16. AYM Sports | 44. Telemicro | 71. Cartoon Network SAP |
| 17. Cuba Play | 45. Ultra Mex | 72. EWTN Espanol |
| 18. History en Espanol | 46. beIN Sports | 73. RCN Nuestra Tele |
| 19. TBN Enlace | 47. Ecuavisa Internacional | 74. TV Dominicana |
| 20. Ultra Docu | 48. Mexicanal | 75. WAPA America |
| 21. Azteca | 49. Telemundo | 76. CentroAmerica TV |
| 22. De Pelicula | 50. UniMas | 77. FOROtv |
| 23. HITN | 51. Canal 22 Mexico | 78. Semillitas |
| 24. Tele El Salvador | 52. ESNE HD | 79. TVV |
| 25. Ultra Familia | 53. Multimedios | 80. Cine Mexicano |
| 26. BabyFirst TV SAP | 54. TeleN | 81. Fox Deportes |
| 27. De Pelicula Clasico | 55. Univision | 82. Sorpresa |
| 28. Hola TV | | |

\$12 /mo



Spectrum Video

Premium Add-ons A la Carte

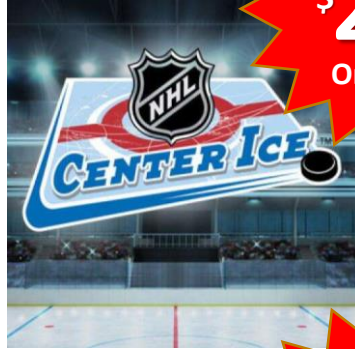


Spectrum Video

Sports Premium Add-ons A la Carte



\$14⁹⁹
One time



\$29⁹⁹
One time



\$139⁹⁹
One Time



\$89
One time



\$10 /mo

Spectrum Video

International View Plans

- Available as an add on to Broadcast Plus, TV Select and TV Choice 15
- Excludes TV Essentials



JAPANESE VIEW

\$14.99/mo

Features the best in-language news, exciting dramas, movies, sports and more on TV JAPAN HD.

Available only with the Spectrum TV App

VIETNAMESE VIEW

\$9.99/mo

The best destination to keep you connected to Vietnam - enjoy TVB and other popular networks.

Available only with the Spectrum TV App

FILIPINO VIEW

\$19.99/mo

Includes: The Filipino Channel, Lifestyle Network, GMA Pinoy and GMA News.

Available only with the Spectrum TV App

JADEWORLD VIEW

\$24.99/mo

Watch your favorite Cantonese, Chinese and Vietnamese channels.

Available only with the Spectrum TV App

MANDARIN VIEW

\$9.99/mo

Includes: CTI, CCTV4, Phoenix NA, Phoenix Info News.

Available only with the Spectrum TV App

RUSSIAN VIEW PREMIUM

\$14.99/mo

Enjoy your favorite Russian shows and films with additional channel access.

Available only with the Spectrum TV App

HINDI VIEW

\$14.99/mo

Enjoy access to your favorite Hindi channels and titles.

Available only with the Spectrum TV App

HINDI VIEW PREMIUM

\$29.99/mo

Includes: SET Asia, Zee TV, NDTV 24X7, TV Asia, ABP News, ITV Gold, NDTV Good Times

Available only with the Spectrum TV App

PUNJABI VIEW

\$4.99/mo

Includes: JUS Punjabi, Willow TV.

Available only with the Spectrum TV App

KOREAN VIEW

\$12.99/mo

Top-rated programming from the most popular Korean channels, featuring dramas, news, shows and more!

Available only with the Spectrum TV App

Spectrum Video

International Add-On Channels

- Customer must currently subscribe to a Core Spectrum Video Package TV Select, Mi Plan Latino, TV Choice 15
- Channels displayed are available in all markets
- Channels to be added after initial install
- A la carte and Package Channels can be added / Removed at any time



* Prices may vary

| Channel Name | Price |
|--|---------|
| Arabic | |
| ART | \$11.95 |
| Cantonese | |
| TVB Jade World - TVB1, TVB2, TVBe, TVBS, and CCTV4 | \$39.99 |
| Filipino | |
| TFC | \$11.95 |
| Filipino GMA Passport - GMA Life, GMA Pinoy, GMA DWLS Radio, and GMA DZBB Radio | \$14.99 |
| Filipino Pass Plus - Filipino on Demand, GMA Life, GMA Pinoy, GMA DWLS Radio, GMA DZBB Radio, and TFC | \$24.99 |
| French | |
| TV5MONDE | \$14.95 |
| Hindi | |
| Hindi Star Pass – STAR India PLUS, STAR India GOLD | \$14.99 |
| Hindi Pass – STAR India PLUS, Sony, and Zee TV | \$29.99 |
| Hindi Pass Plus – STAR India PLUS, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, and ITV Gold | \$29.99 |
| Hindi Passport – STAR India PLUS, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, STAR India GOLD, Filmy, UTV Movies, ITV Gold, and Eros Now | \$39.99 |
| Italian | |
| Rai Italia | \$14.95 |
| Japanese | |
| TV JAPAN | \$24.95 |
| Korean | |
| Seoul Broadcasting System | \$14.95 |
| MBC | \$14.95 |
| Mandarin | |
| CCTV-4 and CTI Zhong Tian | \$11.95 |
| Phoenix InfoNews | \$11.99 |
| Mandarin ETTV Pass: ETTV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY, and Yoyo TV | \$19.99 |
| Mandarin Pass Plus: CCTV -4, CTI Zhong Tian, ETV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY, Phoenix InfoNews, Phoenix North America | \$29.99 |
| Russian | |
| Channel One Russia | \$11.95 |
| RTN | \$14.95 |
| Channel One Russia & RTVi | \$11.95 |
| Russian Pass Plus: Channel One Russia, CTC, NTV America, RTN, RTN Plus, RTVi & TV 1000 Russian Kino | \$29.99 |

Spectrum TV[®] Add-ons

| | |
|----------------------------|--|
| Broadcast Surcharge | \$21.00 /mo |
| HD Receiver | \$9.99 /each per month |
| DVR Service | \$4.99/mo for 12 months \$12.99/mo there after |
| Multi- DVR Service | \$9.99/mo for 12 months \$19.99/mo there after |
| Cloud DVR+ Service | \$9.99 /mo |
| Latino View | \$12.00 /mo |
| Entertainment View | \$12.00 /mo |
| Sports View | \$8.00 /mo |
| Fox Soccer Plus | \$10.00 /mo |
| HBO Max | \$15.00 /mo |
| Cinemax | \$10.00 /mo |
| Showtime | \$10.00 /mo |
| Starz/Encore | \$9.00 /mo |
| Epix | \$6.00 /mo |
| The Movie Channel | \$5.00 /mo |



** Please don't forget to tell your customer that Taxes and Fees are not included, Taxes and fees vary depending on their city and state. They will receive an itemized breakdown upon receiving their first month's bill.

Spectrum Video Recap

TV Select

Rack Rate: ~~\$79.99~~
Promo Rate: ~~\$49.99/\$54.99~~

Mi Plan Latino

Rack Rate: \$54.99
Promo Rate: \$34.99

TV Choice 15

Rack Rate: \$44.99
Promo Rate: \$29.99

TV Essentials

Rack Rate: \$19.99
Promo Rate: N/A

Broadcast Surcharge ~~\$21.00~~

Video Add-Ons **

Entertainment View

Rack Rate ~~\$12~~

Sports View

Rack Rate ~~\$6~~

Latino View

Rack Rate ~~\$12.00~~

Fox Soccer

Rack Rate
\$10.00

TMC

Rack Rate
~~\$5.00~~

International Tiers

Rack Rates vary

Video Add-Ons

HBO (HBO MAX)

Rack Rate \$15

Cinemax

Rack Rate
~~\$10.00~~

SHO

Rack Rate
~~\$10.00~~

Starz & Encore

Rack Rate
~~\$9.00~~

EPIX

Rack Rate
~~\$6.00~~



Indicates new
product



Indicates new price

| VIDEO ADD-ON ELIGIBILITY | Ent. View | Sports View | Latino View | HBO | SHO | MAX | STZ & ENCR | EPIX | TMC | Fox Soccer | Intl Tiers | Receiver | Cloud DVR | Cloud DVR+ | Boxless | Apple TV |
|-----------------------------|-----------|-------------|-------------|-----|-----|-----|---------------|------|-----|---------------|---------------|----------|--------------|---------------|---------|-------------|
| TV Select | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | N | Y | Y | Y |
| Mi Plan Latino | Y | Y | N | Y | Y | Y | Y | Y | Y | Y | Y | Y | N | Y | Y | Y |
| TV Choice 15 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| TV Essentials | N | N | N | Y | Y | Y | Y | Y | N | N | N | N | Y | Y | Y | Y |

Spectrum Video

Boxless Rules and Agent Requirements

BOXLESS RULES

Internet is required for customers to view their TV package without a box.

Spectrum Internet is needed to properly authenticate full channel selection and to stream.

All SPP 3.0 Video service levels can be boxless

- Existing Equipment rules apply to SPP 2.0, 1.0, NPP and Legacy customers
- Boxless customers must use the Spectrum TV App and have an approved device
- Boxless cannot be your lead offer

No Set Top Box (STB) requirement

TV Essentials and Video customer in EPON areas cannot have a traditional STB receiver

RETAIL AGENT REQUIREMENTS

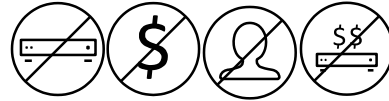
REMINDER:

Specialist must continue to offer Spectrum TV with a Spectrum Receiver.

Offering a boxless solution is a fall back and cannot be your first offer.

Spectrum Video

Approved Boxless Devices



Devices that have access to Spectrum TV® App:

- Apple Devices
 - iPad®, iPad® mini, iPhone® and iPod Touch®, Apple TV® running iOS 11 or higher
- Android Devices
 - All tablets and phones running Android 5.0 or higher
- Amazon Devices
 - All Kindle Fire models, including the new Kindle Fire HDX, are supported except for the first-generation Kindle Fire.
- Roku
 - A Roku 1, 2, 3 or 4 streaming player, Roku Express, Roku Express +, Roku Premiere, Roku Premiere +, Roku Ultra streaming players or Roku Streaming Stick (excluding first-generation Roku devices).
- Xbox One
 - All versions of Xbox One
- Samsung Smart TV
 - Model years 2012-2022



Spectrum TV®



Spectrum Products and Services

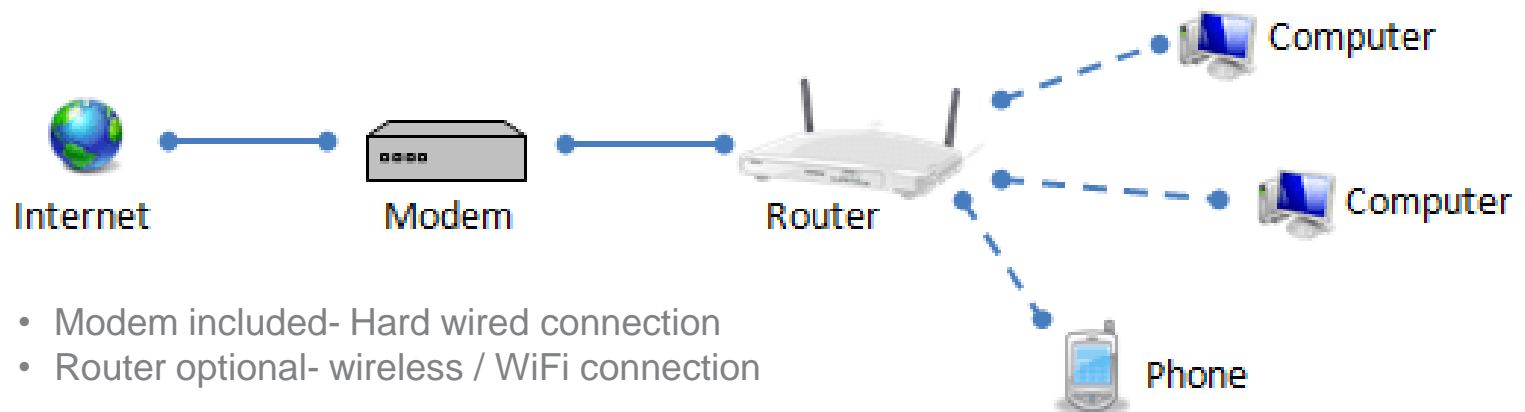


Spectrum Internet



Spectrum Internet

- Starting speeds of up to 200 Mbps in All Spectrum markets
- Increased Ultra Speeds and Gig Speeds available
- Unlimited with no data caps
- Access to Over 8 Million Spectrum WiFi Hotspots
- FREE Internet Modem
- Supports all your connected devices
- 24/7 Tech Support



- Modem included- Hard wired connection
- Router optional- wireless / WiFi connection

Spectrum Internet National Plans

Up to 200 Mbps

INTERNET

- Speeds up to 200 Mbps
- FREE Internet modem
- No data caps
- FREE unlimited access to nationwide out-of-home WiFi
- FREE antivirus software

🔑 25.00/mo savings for 12 mos

\$49⁹⁹/mo

for 12 mos.

Standard Rate: \$74.99/mo



Up to 400 Mbps

INTERNET ULTRA

- Turbocharged Internet with no data caps
- FREE modem and FREE antivirus software
- Unlimited access to nationwide out-of-home WiFi

🔑 25.00/mo savings for 12 mos

\$69⁹⁹/mo

for 12 mos.

Standard Rate: \$94.99/mo

Up to 1 Gbps

INTERNET GIG

- Turbocharged Internet with no data caps
- FREE modem and FREE antivirus software
- Unlimited access to nationwide out-of-home WiFi

🔑 25.00/mo savings for 12 mos

\$89⁹⁹/mo

for 12 mos.

Standard Rate: \$114.99/mo

Spectrum Internet

Spectrum In Home WiFi

Spectrum In Home WiFi allows customer to connect wirelessly to the internet

- Optimized Spectrum router for reliable In-home WiFi.
- Spectrum Tech Support and trouble shooting of WiFi Network



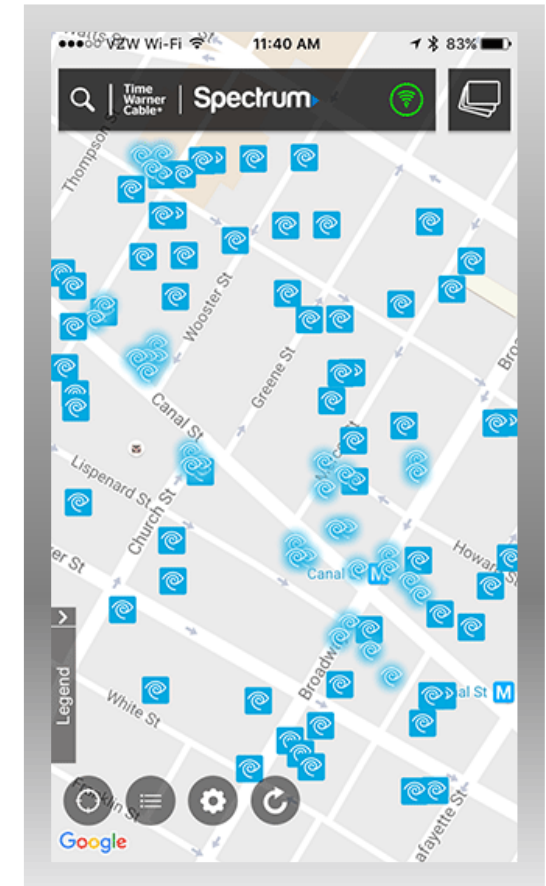
Spectrum customers can use their own router

The customer must self-install if using their own WiFi router. Compatibility, speeds and security are not guaranteed.

Spectrum Internet WiFi Hotspots

Spectrum customers subscribed to qualifying Internet service have access to Spectrum's Hotspots

- Over 8 Million Spectrum WiFi Hotspots
- Spectrum Wifi Hotspots Nationwide
- Connect 15 devices with 1 account



Fact: Spectrum created partnerships with other cable companies to allow Hotspot access to customers nationwide

Spectrum Products and Services



Spectrum Voice



Spectrum Voice



\$ 14⁹⁹
/mo when bundled

\$29.99/mo Standalone

\$19.99/mo each additional line

VOIP is a phone call connection using our internet services

- Customers are required to subscribe to one other core Spectrum Service to have home phone service

Local and long distance included

- All 50 United States
- As well as: Canada, Mexico, Puerto Rico, Guam, U.S. Virgin Islands, and Northern Mariana Island




















Additional Features

- Clear calls that don't use worn and old DSL lines
- Real time voice responses
- Advanced 911 features
- Battery back-up options
- Digital voicemail options

Spectrum Voice

Spectrum Voice Features

All voice features included

- | | | | |
|--|---|--|---|
|  Call Blocker Basic |  Call Blocker Plus |  Call Forwarding Unconditional |  Selective Call Forwarding |
|  Call Blocker Select |  Caller ID |  Caller ID on TV |  Outbound Call ID Blocking |
|  Distinctive Ring |  Call Blocker Accept |  Answer Anywhere |  Speed Dial |
|  Voicemail |  Voicemail to Text |  Nomorobo |  Voice Zone |
|  Repeat Dialing |  Call Waiting |  3-Way Calling | |



Spectrum Voice

International Calling Package

International Calling Package \$5/mo

- 70 countries unlimited calling included in monthly fee
- Countries not included can be called at flat rate fees



| Spectrum Voice International | | | | | |
|------------------------------|---|-----------------|---|----------------|---|
| Argentina | X | French Guiana | | Nigeria | X |
| Australia | X | Germany | X | Norway | X |
| Austria | X | Greece | X | Pakistan | X |
| Bahamas* | X | Guadeloupe | | Panama | X |
| Bahrain | | Guatemala | X | Paraguay | X |
| Bangladesh | X | Hong Kong | X | Peru | X |
| Belgium | X | Hungary | X | Philippines* | X |
| Bermuda | X | Iceland | X | Poland | X |
| Bhutan | | India | X | Portugal | X |
| Bolivia* | X | Indonesia* | X | Romania | X |
| Brazil | X | Iran* | X | Russia | X |
| Brunei | | Ireland | X | Singapore | X |
| Bulgaria | X | Israel | X | Slovakia | X |
| Cambodia | | Italy | X | Slovenia | X |
| Chile | X | Japan | X | South Africa | X |
| China | X | Kuwait | | South Korea | X |
| Columbia | X | Latvia | | Spain | X |
| Costa Rica | X | Lebanon* | X | Sweden | X |
| Croatia | X | Lithuania | | Switzerland | X |
| Cyprus | X | Luxembourg | X | Syria | X |
| Czech Republic | X | Macau | | Taiwan | X |
| Denmark | X | Malaysia | X | Thailand | X |
| Dominican Republic | X | Malta | X | Turkey | X |
| Ecuador | | Martinique* | X | United Kingdom | X |
| Egypt | | Morocco | | Uruguay | X |
| El Salvador* | X | Namibia | | Uzbekistan | |
| Estonia | | Netherlands | X | Vatican City | |
| Finland | X | Netherlands Ant | X | Venezuela | X |
| France | X | New Zealand | X | Vietnam | X |

Spectrum Products and Services



Spectrum Installation



Spectrum Installation

Installation options to choose from

Professional Installation



Self Installation Kit



Spectrum Installation

Covid Installation Restrictions



Mandatory Home Shipment Self-Install New Customer

- Due to covid and the safety of our customers and installers Spectrum will only show the Self-Install option for all orders
- If the customer address has never been Serviced by Spectrum the only option that will show at that time is Professional Installation.

What if the customer wants an installer instead of an Installation Kit

The suggested protocol is

1. Customer wait to receive their equipment
2. Customer call installation support to troubleshoot
3. If trouble Shoot failed request an installer

Or

Partner call Partner Support after placing the order and request an installer for the customer

Note: If installer is sent out to customer there will be an installation fee

Spectrum Installation Self Installation Kit

- Self-Installation Kit can be shipped to customer address
- Self-Installation Kit can be picked up at any Spectrum Store

There is a \$19.99 one-time Activation Charge for all Self Install Kit Orders

What's Included

- All required equipment for you to install your services
- Cable Splitters and cables required to connect your services
- Instructions in English and Spanish
- Tech support number



Spectrum Installation

Professional Installation Kit

- Select installation date in the order entry portal
- Installer will go out and perform a basic installation

There is a \$49.99 one-time Installation Fee



Spectrum Contract Buyout Program



Spectrum Contract Buyout

Spectrum will buy out a customers contract up to \$500

What's required to qualify?

- To qualify for the Contract Buyout Program, a customer must order and install a combination of qualifying Video and Internet and/or Voice service
- Must maintain active service throughout the redemption process
- Customer account must remain current and not go past due through the redemption process
- Customer must not have had Spectrum Video Services over the previous 30 days
- Spectrum requires that every customer submit the Spectrum Contract Buyout form as well as the last bill from the previous provider(s), which clearly shows the early termination fee. ("EFT").



Spectrum's Mobile Services are not eligible for the buyout program.

GO TO QUIZ

CLICK HERE
TO BEGIN
QUIZ